



SEIUHealthcare.
United for Quality Care

March 3, 2022
Jose Jean-Paul, LPN
West Haven Center
District 1199 New England
Before the Aging Committee

In Support of HB 5194 AN ACT CONCERNING REGISTRATION OF TEMPORARY NURSING SERVICES AGENCIES.

Good Afternoon Senator Miller, Representative Garibay, and members of the Committee. My name is Jose Jean-Paul, I live in West Haven, and I work as a Licensed Practical Nurse (LPN) at the West Haven Center. I come before you today to testify in support of HB 5194.

I have worked as an LPN at West Haven Center for eight years. I enjoy my job because I love my residents and find fulfillment caring for them. I do the work I do solely for the residents. With that being said, my job can be very challenging. We are understaffed on a daily basis, and are constantly being shifted around to fill the staffing vacancies. This creates an issue with continuity of care, even for permanent staff, because we are not working with the same residents every shift.

Now imagine the impact on the continuity of care when we bring in staffing agency staff. These are CNAs and nurses who have not only never worked with our residents but they've never worked in our building. It doesn't matter how good of a nurse you are, if you don't know the residents and the best way to care for them you're going to struggle. Sometimes certain tasks don't get done at all, which impacts the rest of us because we then have to pick up the slack. Meds end up being passed late, reports and charts are not accurate, treatments are whenever I get to them instead of when they're supposed to be administered.

Some days agency staff do not show up at all, or show up late. There is no accountability for these staff, largely because there is no accountability for these staffing agencies. Ultimately, permanent staff like myself are left in a very stressful situation. I don't feel like I can trust agency staff with my residents, who are like family to me. So I end up taking on extra work and getting burnt out.

I support HB 5194 because it is a first step in creating accountability for staffing agencies. This bill will help to ensure that staffing agency staff are qualified to work in a nursing home, which will give nurses like myself peace of mind. Please pass HB 5194.

Thank you for your time.